

# Missouri Business Education Competencies (Performance Standards)

## Business Management

**Course Rationale:** This area of instruction prepares students for manager and administrative occupations. Students learn to make decisions based on data, develop leadership skills, and select appropriate management styles for varying employee bases and situations. Not only is this area of study vital to the development of all business students, it also provides skills and knowledge that can be used effectively by all students since many professional opportunities present occasions when management skills are needed.

*The following suggested competencies, developed by an advisory committee, are intended to serve as a basis for your course curriculum. The list is neither inclusive nor required in its entirety. You may select competencies from other lists, and develop competencies of your own to define the outcomes you expect your students to achieve. The Show-Me Standards identified provide a guide. If activities you choose better aligned with other Standards, you should align your competencies/objectives to those Standards instead of these shown here.*

COMPETENCIES		SHOW-ME STANDARDS
<b>A. APPLY ECONOMIC CONCEPTS</b>		
1.	Compare and contrast basic economic systems.	CA3, SS4, 1.6
2.	Describe current economic environment and its effect on business.	CA3, SS4, 1.6
3.	Identify economic differences between rural and urban environments.	CA3, SS4, 1.6
4.	Describe development of the free enterprise system.	CA3, SS4, 1.5
5.	Identify components of the free enterprise system.	CA3, SS4, 1.5
6.	Explain the relationship between supply and demand.	CA3, SS4, 1.6
7.	Analyze the impact of change in the economy (e.g., taxes on supply and demand).	CA3, SS4, 1.5, 1.6, 3.5
8.	Interpret stock market quotes.	CA3, 1.4, 1.5, 1.6
9.	Interpret the effect of the stock market on business.	CA3, SS4, 1.4, 1.5, 1.6, 3.5
10.	Describe importing and exporting and explain why businesses enter into international trade.	CA3, SS4, 1.5, 1.6, 1.7
<b>B. IDENTIFY MANAGEMENT RESPONSIBILITIES</b>		
1.	Discuss various roles of management (e.g., figurehead, spokesperson, problem solver).	CA6, 1.10
2.	Identify situations in which managers perform in these various roles.	CA3, 3.5
3.	Describe various functions of management (e.g., planning and delegating).	CA6, 4.3
4.	Apply the functions of management that are needed to complete a given task.	CA3, 4.3, 4.6
5.	Identify different leadership styles and their characteristics.	CA3, 4.3
6.	Write goals that meet appropriate criteria: specific, measurable, achievable, realistic, time bound.	CA1, CA4, 2.1

7.	Develop an action plan that states goals, strategies, and objectives.	CA1, CA4, 2.1, 4.5
8.	Demonstrate organizational skill.	1.8
9.	Apply problem-solving approach in making decisions.	3.1, 3.4
10.	Investigate the impact of new technology on the workforce.	SC8, 1.2
11.	Demonstrate proficiency in computer software applications (word processing, spreadsheets, and databases).	CA1, 1.4, 1.8
12.	Investigate current trends in business (e.g., acquisition/downsizing, e-commerce, data mining, labor market, social issues).	CA3, 1.2
13.	Analyze the physical layout of an office or business for its maximum efficiency.	HP2, 1.2
<b>C. USE OF COMMUNICATION SKILLS</b>		
1.	Demonstrate effective communication skills (e.g., verbal, nonverbal, and technological communications and effective listening skills).	CA1, 2.1
2.	Apply communication skills to produce clearly written traditional and electronic documents.	CA1, CA4, 2.1
3.	Explain the types of international communication issues.	CA1, 4.1
4.	Deliver an oral presentation with appropriate media and aids.	CA1, 2.1
5.	Produce an agenda for conducting an effective meeting.	CA1, CA4, 2.1
6.	Demonstrate facilitating techniques.	CA1, 2.1
7.	Demonstrate the ability to dialogue with supervisors and staff.	CA1, CA6, 2.1, 2.3, 2.6
8.	Differentiate levels and relationships on an organizational chart.	CA3, CA6, 1.5
9.	Read and interpret information.	CA3, 1.5, 1.6
<b>D. DEMONSTRATE INTERPERSONAL SKILLS</b>		
1.	Work appropriately with others with diverse backgrounds.	SS6, 4.6
2.	Work cooperatively with others by contributing ideas, suggestions, and effort.	CA6, 4.6
3.	Use problem-solving techniques in dealing with others.	SS6, 3.1, 3.2
4.	Use negotiation skills to resolve conflicts.	CA6, 2.3, 3.1, 3.2, 3.6
5.	Consider other points of view.	CA6, 2.3, 3.6, 4.6
6.	Justify viewpoint logically and appropriately.	CA6, 3.6
7.	Demonstrate credibility through competence and integrity.	CA6, 4.4
8.	Describe ways to satisfy clients' or customers' needs.	CA1, 2.6, 3.6
<b>E. DEFINE ELEMENTS OF MARKETING</b>		
1.	Describe the marketing mix elements.	SS4, SS5, SS6, 4.1
2.	Analyze the importance of marketing and its role in business.	SS4, SS5, SS6, 1.2, 1.6, 1.10

3.	Describe promotional strategies (e.g., telemarketing and e-commerce).	CA1, CA3, 4.1
4.	Identify options for entering the international marketplace (e.g., establish a new business in another country, relocate an existing U.S. company to another country).	CA3, SS6, 1.2, 4.1
5.	Describe how global competition has affected how American businesses operate.	CA3, CA7, SS6, 1.2, 4.1
<b>F. EXPLAIN FINANCIAL ISSUES</b>		
1.	List and explain sources of capital.	CA1, CA3, 2.1, 4.1
2.	Forecast future budgetary needs and prepare a budget.	3.5, 3.6
3.	Identify ways that companies can control costs.	CA6, MA3, 1.2, 1.6, 3.5
4.	Describe the purpose of insurance for business.	CA1, CA3, 1.2, 4.1
5.	Analyze financial statements.	MA3, 1.5
6.	Identify the effects of taxes on business.	MA3, 1.6, 4.1
<b>G. EXPLORE HUMAN RESOURCES</b>		
1.	Identify career opportunities in business management.	CA3, 1.10
2.	Outline procedures for getting a job.	CA3, CA4, 1.8
3.	Explain various hiring processes used in business.	CA3, 1.6
4.	Analyze resumes to select employees.	CA3, MA3, 1.5, 1.10
5.	Evaluate compensation programs/plans.	CA3, MA3, 1.5
6.	Investigate various benefit plans.	CA3, MA3, 1.6
7.	Identify employee training techniques (e.g., hands-on, coaching, seminars)	CA3, 1.6
8.	Outline the procedures for conducting employee evaluations.	CA3, 1.8
9.	Explain the importance of employer/employee relations.	SS6, 1.6
10.	Explain the role of labor unions and management.	SS6, 1.5
11.	Discuss the advantages and disadvantages of union membership.	SS6, 1.6
12.	Explain grievance processes.	SS6, 1.5, 1.10
<b>H. DISCUSS LEGAL, ETHICAL, AND SOCIAL ASPECTS</b>		
1.	Identify current laws and regulations affecting the establishment and operation of businesses.	SS3, 1.5, 1.6
2.	Explain the elements of federal legislation relevant to staffing.	SS3, 1.6
3.	Discuss ethical behaviors in the workplace.	CA1, SS6, 1.6
4.	Display characteristics of an acceptable work ethic (e.g., attendance, attire).	SS6, 1.10
5.	Identify business' responsibilities in the community and society.	SS6, 1.10